

August 30, 2013

To: Executive Board

Subject: **July Performance Indicators Report**

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### **Recommendation**

Receive and file the July 2013 Performance Indicators Report.

### **Summary**

The performance indicators report provides an analysis of Foothill Transit's nine key indicators on a month-to-month basis. Data is collected from a variety of sources such as the fareboxes on buses; contractor reported data, and financial performance data.

Below is a snapshot of system performance. *Further detail on the items discussed below can be found in the analysis section of this item.*

- **Boardings** – Overall boardings recorded for July 2013 was 1,150,164. This is 3.72 percent higher than July 2012 ridership.
- **Fare Revenue** – Total fare revenue for July 2013 was \$1,410,587, resulting in an average fare of \$1.23 per boarding. This is about even to July 2012 revenue levels.
- **Operating Expenses** – Total operating expenses for July 2013 were \$5,039,104 resulting in an average cost per service hour of \$85.10
- **Accidents** – There were eight preventable accidents in July 2013, producing an average of 0.68 preventable accidents per 100,000 miles for the month.
- **Customer Complaints** – Foothill Transit recorded 16.35 complaints per 100,000 boardings for July.
- **Schedule Adherence** – This month, 77.2 percent of all trips were on-time. This is a reduction of 2.77 percent when compared to July 2012. The Express on-time performance was 84 percent, more than double the July 2012 figure.

### **Analysis**

Attachments A - L show the performance indicators used to determine Foothill Transit's progress toward achieving our overall goals and objectives for this fiscal year. In order to accomplish its mission, Foothill Transit focuses on these goals:

- 1) Operate a safe transit system;
- 2) Provide outstanding customer service;
- 3) Operate an effective transit system;
- 4) Operate an efficient transit system.

## Overall System Performance

Foothill Transit's overall system performance is based on several key indicators. These include total monthly ridership, vehicle service hours, fare revenues, and the total operating expenses incurred throughout the month.

Attachment A includes a summary of system goals and their respective performance indicators.

## Total Boardings and Total Revenues

Total boardings in July 2013 were 1,150,164. This reflects a 3.72 percent improvement when compared to July 2012 figures.

July fare revenues are about equal to FY 2012 totals. Revenues in July 2013 were \$1,410,587 million.

Total expenditures for the month were \$5.04 million, which is 8.08 percent lower than July 2013 expenditures. Some of the savings were the result of transitioning administrative staff from the Veolia contract to direct Foothill Transit employment.

Attachment B displays Total Boardings and Revenue for the past 13 months.

Following is a summary of how Foothill Transit's performance indicators relate to achieving its four primary goals:

**Goal #1 – Operate a Safe Transit System** – Foothill Transit's primary goal is to operate a safe transit system. The number of preventable accidents incurred for every 100,000 miles of vehicle operation measures system safety.

## Preventable Accidents per 100,000 Miles

Foothill Transit has adopted a standard of 0.60 preventable accidents per 100,000 miles for this fiscal year. In July 2013 there were eight preventable accidents, producing an average of 0.68 preventable accidents per 100,000 miles for the month. This figure is 3.89 percent lower when compared to July 2012 figures.

Foothill Transit's operating contractors continue to provide their drivers training that enforces proper mirror adjustments, maintaining safe following distances, and they emphasize safe defensive driving techniques. The contractors also systematically monitor the DriveCam system to ensure safe bus operations.

Attachment C provides a summary of Preventable Accidents per 100,000 Miles.

**Goal #2 – Provide Outstanding Customer Service** - Foothill Transit measures achievement of this goal by monitoring the following categories: Complaints per 100,000

Boardings; Average Miles between Service Interruptions; Average Hold Time; and Schedule Adherence.

### Complaints per 100,000 Boardings

In July there were a total of 16.35 complaints per 100,000 boardings were recorded. This is almost a twenty-five percent decrease from July 2012. Of the 188 complaints received during the month, 110 were related to schedule adherence. There were also 40 complaints related to operator courtesy, seven related to safety, and five related to fares. The agency also received 27 compliments for the month. Foothill Transit did not meet the performance goal of 10.25 complaints per 100,000 boardings.

The Arcadia operations and maintenance facility received 130 of the complaints, including 77 that were due to schedule adherence. These complaints were mainly related to missed service. The missed trips were caused by a shortage of drivers and a number of buses unavailable to provide service due to mechanical issues. The management team at Foothill Transit's Arcadia facility has stepped up their recruiting efforts for coach operators. They also hired 14 new maintenance technicians in June.

Attachment D provides a summary of average Complaints per 100,000 Boardings.

### Schedule Adherence

Foothill Transit has adopted a goal of 90 percent Schedule Adherence for this fiscal year. In July 2013 the agency achieved an average of 77.2 percent on-time performance on all lines. This is below the performance target of 90 percent and reflects a decrease of 2.77 percent below July 2012 figures.

Performance on commuter express service into downtown Los Angeles improved in July. The westbound trips into Los Angeles during the morning peak hours recorded 90 percent on-time performance. The eastbound afternoon trips leaving Los Angeles recorded 78 percent on-time. Overall on-time performance for commuter express service for July 2013 was 84 percent compared to 62 percent in July 2012. Schedule adjustments made to the eastbound trips contributed to the improvement in on-time performance.

### Average Hold Time

Data available from the phone systems at our five Transit Stores and our administrative office allows the monitoring of individual stores, specific lines, and the times at which there are higher call volumes, so that the stores can be staffed accordingly. The recorded average hold time of 43 seconds during July 2013 is below the performance target of 45 seconds. Eighty-nine percent of the calls coming into the Transit Stores were answered.

Attachment F provides a summary of Average Hold Time.

### Average Miles between Service Interruptions

In July, Foothill Transit averaged 12,161 miles between service interruptions. This is below the fiscal year target of 15,000 miles. This is a decrease of 68.24 percent from July 2012 figures.

Foothill Transit's Arcadia location performed below the goal of 15,000 miles per service interruption at 8,543 miles, while our Pomona location continues to meet and exceed the goal at 21,075 miles. As mentioned earlier in this report, 14 new mechanics have been hired by First Transit in Arcadia and assigned to handle the major repairs. This change is expected to have a positive impact and improve performance.

Attachment G, Average Miles between Service Interruptions, compares the average miles between service interruptions with our performance standard.

**Goal #3 – Operate an Effective Transit System-** Foothill Transit measures its overall effectiveness as a transit system by monitoring Boardings per Vehicle Service Hour and Average Weekday Boardings.

### Boardings per Vehicle Service Hour

The agency averaged 19.4 boardings per vehicle service hour in July 2013. This represents a three percent increase from the July 2012 figure. The 59,215 service hours operated during the month are about equal to those operated the previous fiscal year. The goal of 19.1 boardings per vehicle service hour was met.

Attachment H shows the trend of this performance indicator.

### Average Weekday Boardings

In July 2013, the agency averaged 44,837 boardings per weekday. This figure reflects a 1.12 percent increase from July 2012 average weekday boardings. The performance target for Average Weekday Boardings has been adjusted from 46,000 in FY 2013 to 49,250 for FY 2013 in anticipation of the increased ridership from the college pass programs that will be launched at Mt. San Antonio College and the University of La Verne. The average weekday boarding goal was not met in July 2013, primarily as a result of reduced ridership that is typical during summer months while most students are on vacation.

Attachment I, Average Weekday Boardings, shows the trend of this indicator.

**Goal #4 – Operate an Efficient Transit System-** Foothill Transit measures its overall efficient use of available resources by monitoring farebox recovery ratio and average cost per vehicle service hour.

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## Average Cost per Vehicle Service Hour

The organization's average cost per vehicle service hour in July 2013 was \$85.10. This is an 8.45 percent improvement from the July 2012 figure, and is driven primarily by lower than budgeted costs in July. The average cost per vehicle service hour target for FY 14 is \$98.59.

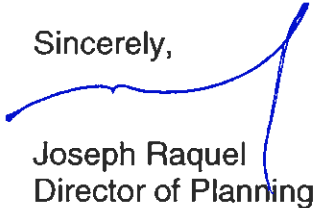
Attachment J, Average Cost per Vehicle Service Hour, shows the trend of this indicator.

## Farebox Recovery Ratio

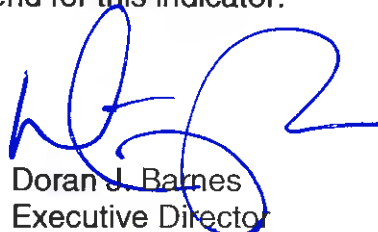
The July 2013 farebox recovery ratio was 27.99 percent. This is an 8.59 percent improvement from the July 2012 figure and surpasses the performance target of 25.78 percent. The farebox recovery ratio is calculated by dividing total revenue by total operating expense.

Attachment K, Farebox Recovery Ratio, shows the trend for this indicator.

Sincerely,



Joseph Raquel  
Director of Planning



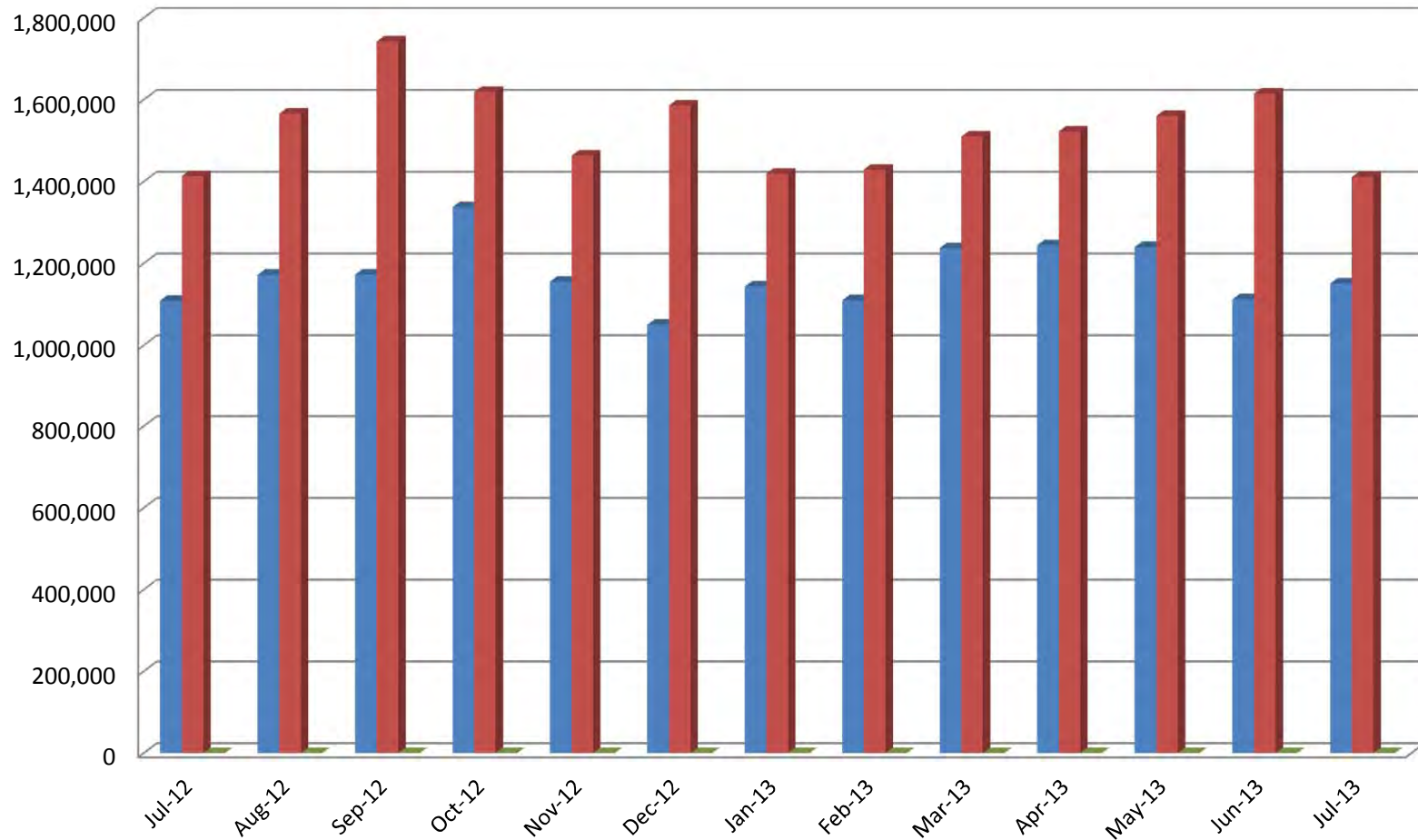
Doran J. Barnes  
Executive Director

Attachment A: Key Indicators Report  
July-13

| Goal                                | Performance Indicator                       | Attachment | Current Month | MTD Meets/Exceeds | Same Month Prior Year | % Improvement | Performance Target | FY 14 Year to Date | YTD Meets/Exceeds | FY 13 Year to Date | % Improvement |
|-------------------------------------|---|------------|---------------|-------------------|-----------------------|---------------|--------------------|--------------------|-------------------|--------------------|---------------|
| Overall System Performance          | Total Boardings                             | B          | 1,150,164     | N/A               | 1,108,908             | 3.72%         | N/A                | 1,150,164          | N/A               | 1,108,908          | 3.72%         |
|                                     | Vehicle Service Hours                       |            | 59,215        | N/A               | 58,976                | 0.41%         | N/A                | 59,215             | N/A               | 58,976             | 0.41%         |
|                                     | Total Fare Revenue                          | B \$       | 1,410,587     | N/A               | 1,413,122             | -0.18%        | N/A                | \$1,410,587        | N/A               | 1,413,122          | -0.18%        |
|                                     | Total Operating Expense                     |            | \$5,039,104   | N/A               | 5,481,863             | 8.08%         | N/A                | \$5,039,104        | N/A               | 5,481,863          | 8.08%         |
| Safe Transit System                 | Preventable Accidents per 100,000 Miles     | C          | 0.68          |                   | 0.65                  | -3.89%        | 0.60               | 0.68               |                   | 0.65               | -3.89%        |
|                                     | Complaints per 100,000 Boardings            | D          | 16.35         |                   | 21.73                 | 24.79%        | 10.25              | 16.35              |                   | 21.73              | 24.79%        |
|                                     | Schedule Adherence                          | E          | 77.2%         |                   | 79.4%                 | -2.77%        | 90%                | 77.2%              |                   | 79.4%              | -2.77%        |
|                                     | Average Hold Time                           | F          | 0:44          | X                 | 0:40                  | -10.00%       | 0:45               | 0:44               | X                 | 0:40               | -10.00%       |
|                                     | Average Miles Between Service Interruptions | G          | 12,161        |                   | 38,295                | -68.24%       | 15,000             | 12,161             |                   | 38,295             | -68.24%       |
| Operate an Effective Transit System | Boardings per Vehicle Service Hour          | H          | 19.4          | X                 | 18.8                  | 3.19%         | 19.1               | 19.4               | X                 | 18.8               | 3.19%         |
|                                     | Average Weekday Boardings                   | I          | 44,837        |                   | 44,340                | 1.12%         | 49,250             | 44,837             |                   | 44,340             | 1.12%         |
| Operate an Efficient Transit System | Average Cost per Vehicle Service Hour       | J          | \$85.10       | X                 | \$ 92.95              | 8.45%         | \$98.59            | \$85.10            | X                 | \$ 92.95           | 8.45%         |
|                                     | Farebox Recovery Ratio                      | K          | 27.99%        | X                 | 25.78%                | 8.59%         | 25.83%             | 27.99%             | X                 | 25.78%             | 8.59%         |



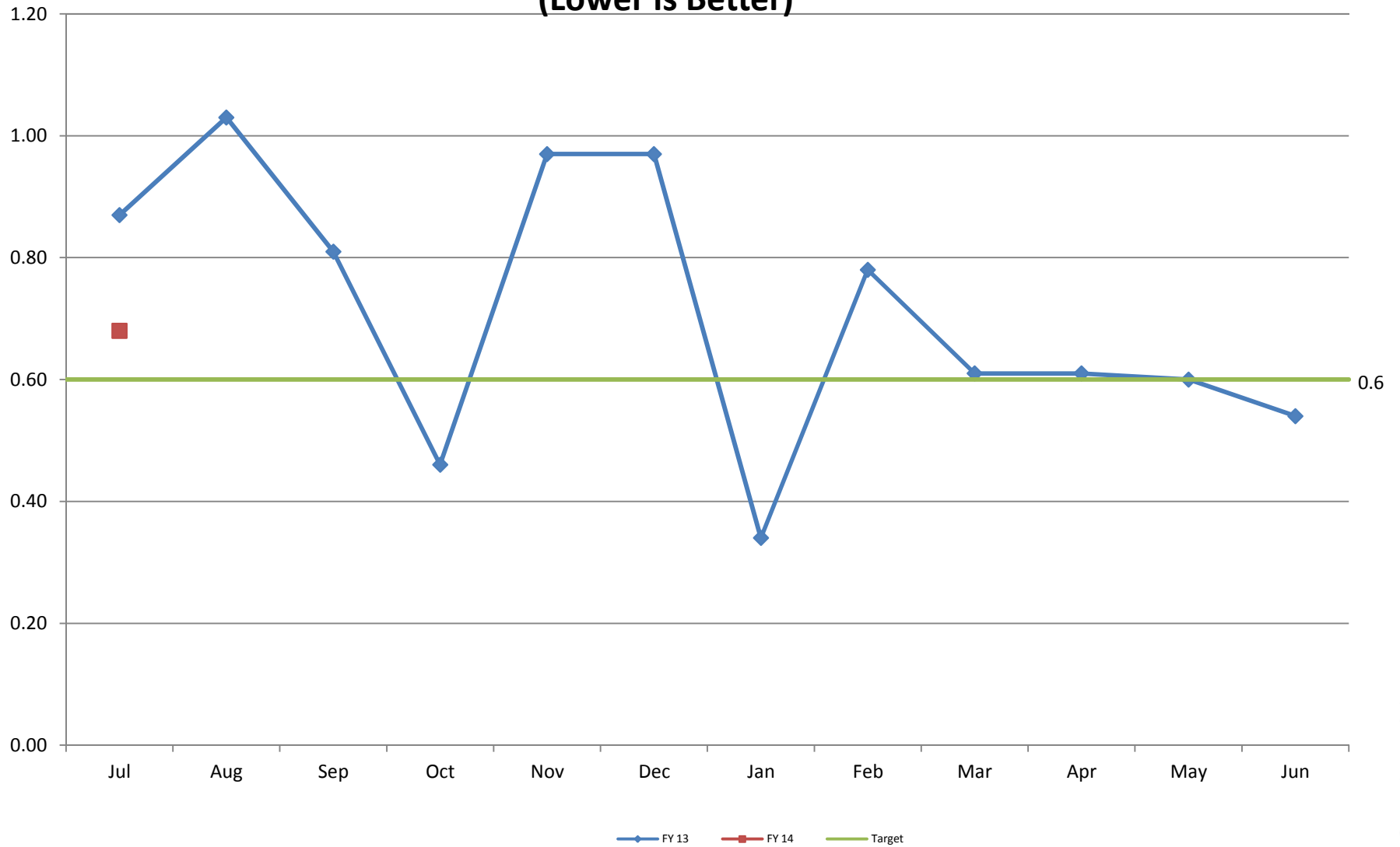
## Attachment B: Total Boardings vs. Total Revenues



|         | Jul-12      | Aug-12      | Sep-12      | Oct-12      | Nov-12      | Dec-12      | Jan-13      | Feb-13      | Mar-13      | Apr-13      | May-13      | Jun-13      | Jul-13      |
|---------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| Series1 | 1,108,908   | 1,171,679   | 1,172,177   | 1,337,289   | 1,155,055   | 1,049,741   | 1,143,008   | 1,109,493   | 1,237,114   | 1,243,853   | 1,239,532   | 1,111,743   | 1,150,164   |
| Series2 | \$1,413,122 | \$1,565,433 | \$1,741,912 | \$1,618,402 | \$1,462,929 | \$1,585,514 | \$1,419,392 | \$1,429,113 | \$1,509,495 | \$1,522,409 | \$1,559,965 | \$1,614,773 | \$1,410,587 |
| Series3 | \$1.27      | \$1.34      | \$1.49      | \$1.21      | \$1.27      | \$1.51      | \$1.24      | \$1.29      | \$1.22      | \$1.22      | \$1.26      | \$1.45      | \$1.23      |

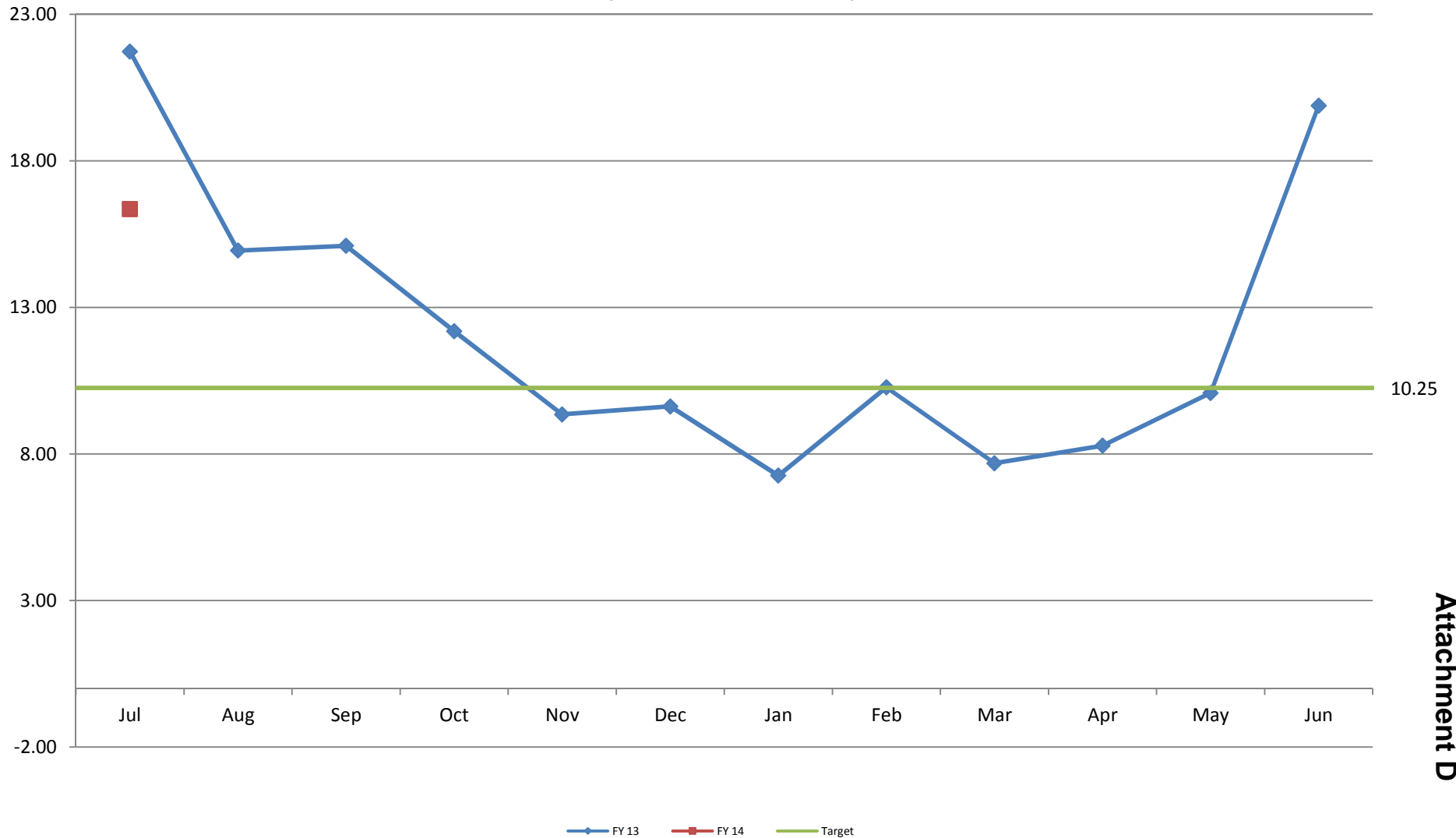
Attachment B

### Attachment C: Preventable Accidents per 100,000 Miles (Lower is Better)

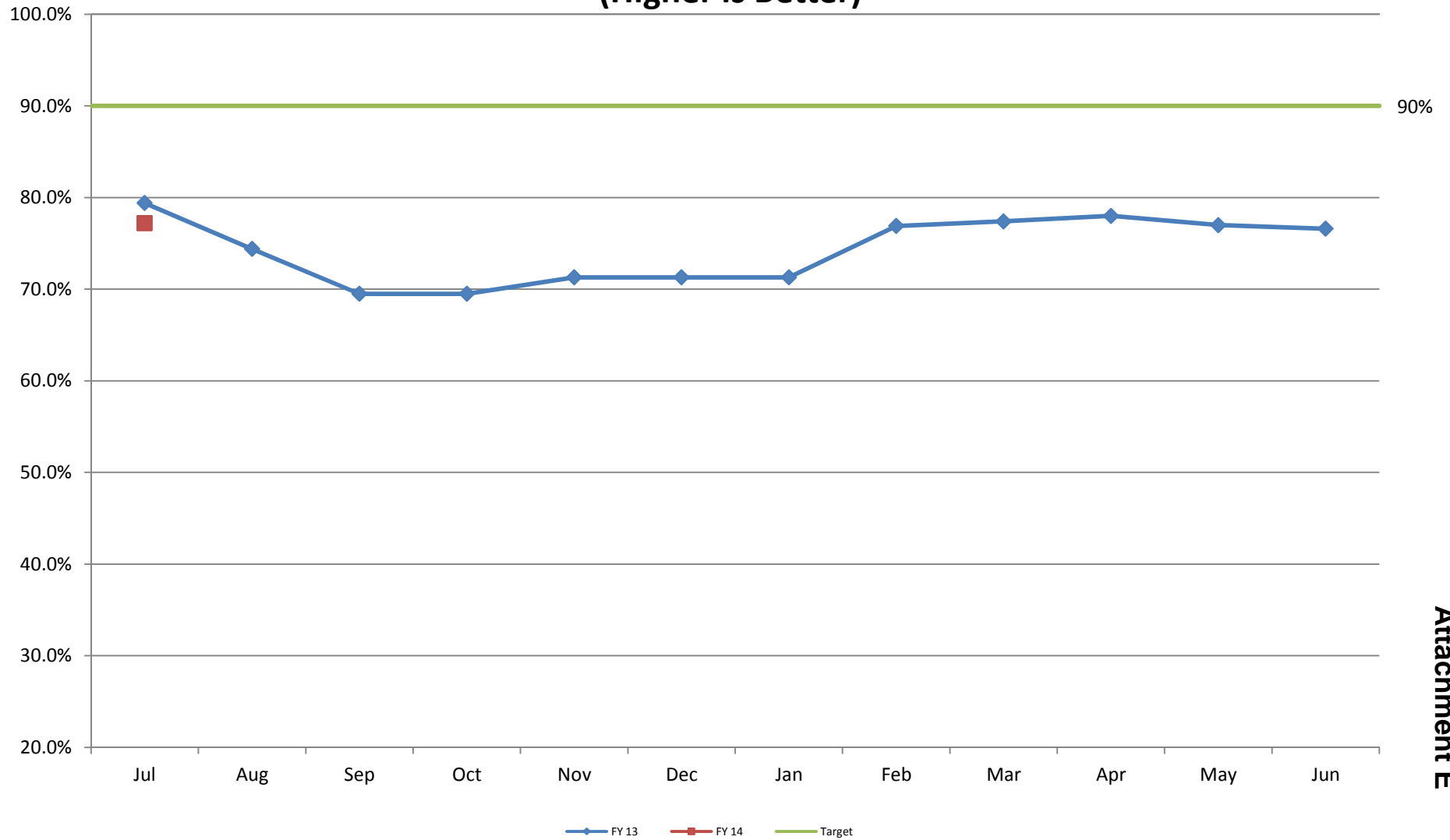




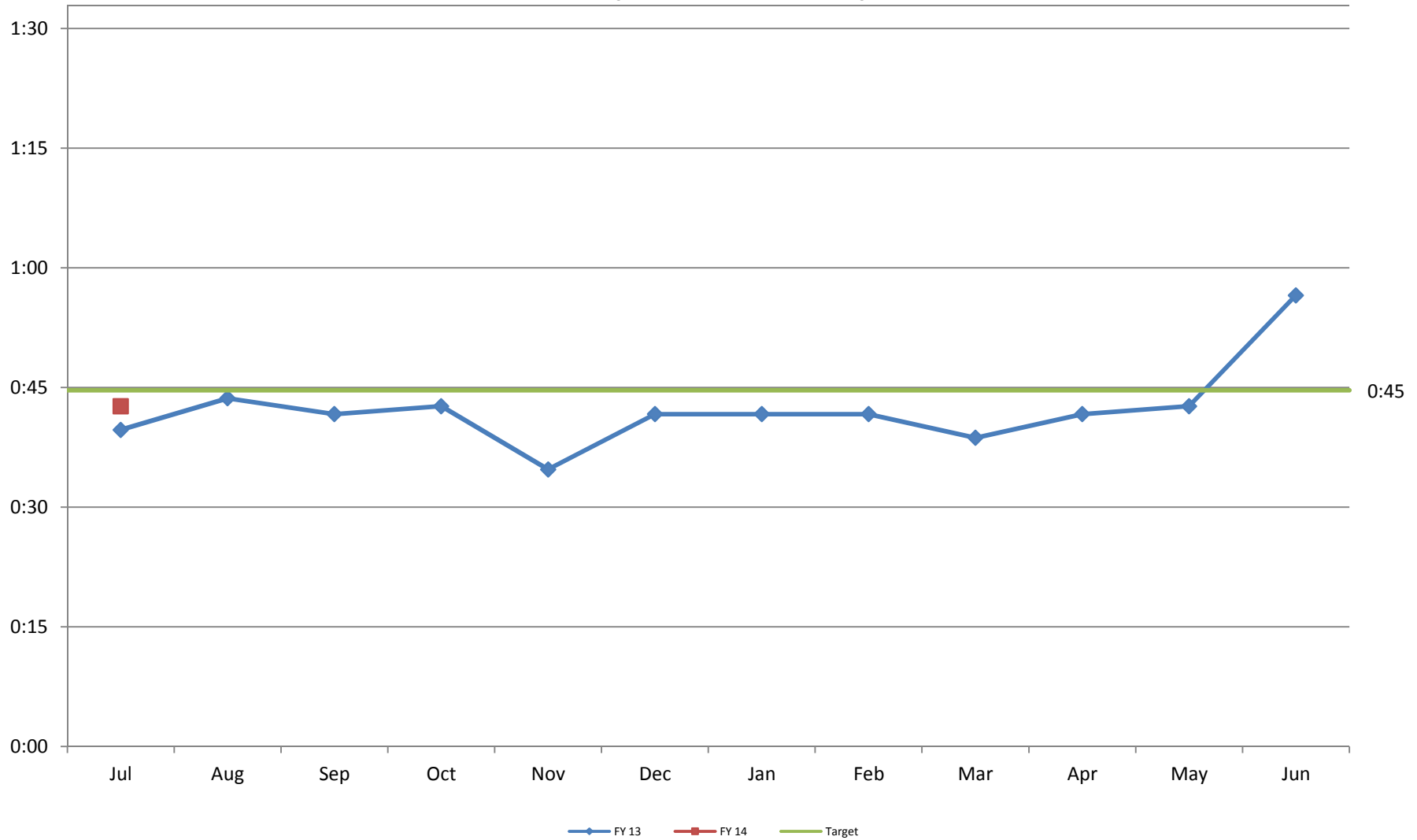
## Attachment D: Complaints per 100,000 Boardings (Lower is Better)



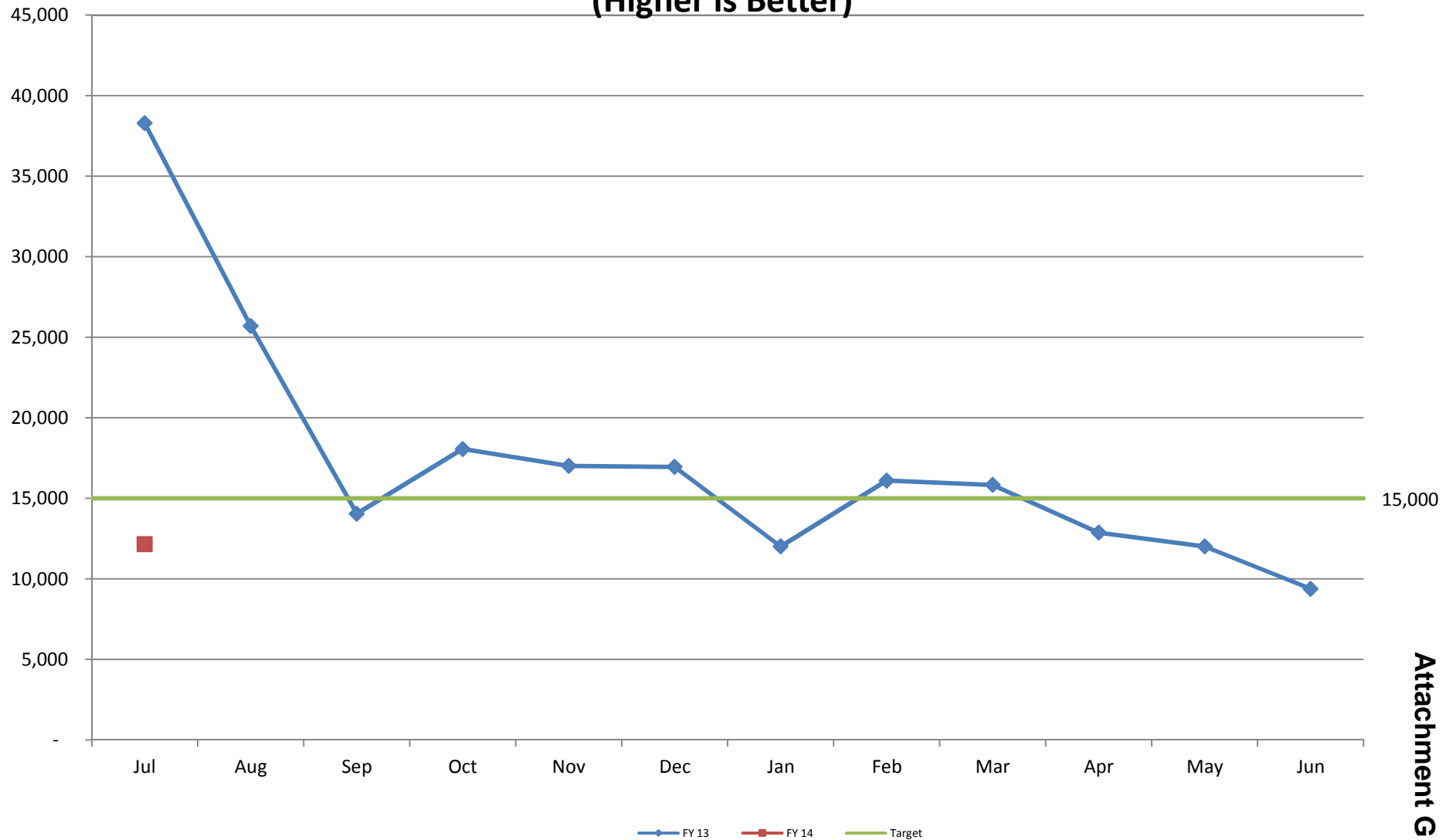
## Attachment E: Schedule Adherence (Higher is Better)



## Attachment F: Average Hold Time (Lower is Better)

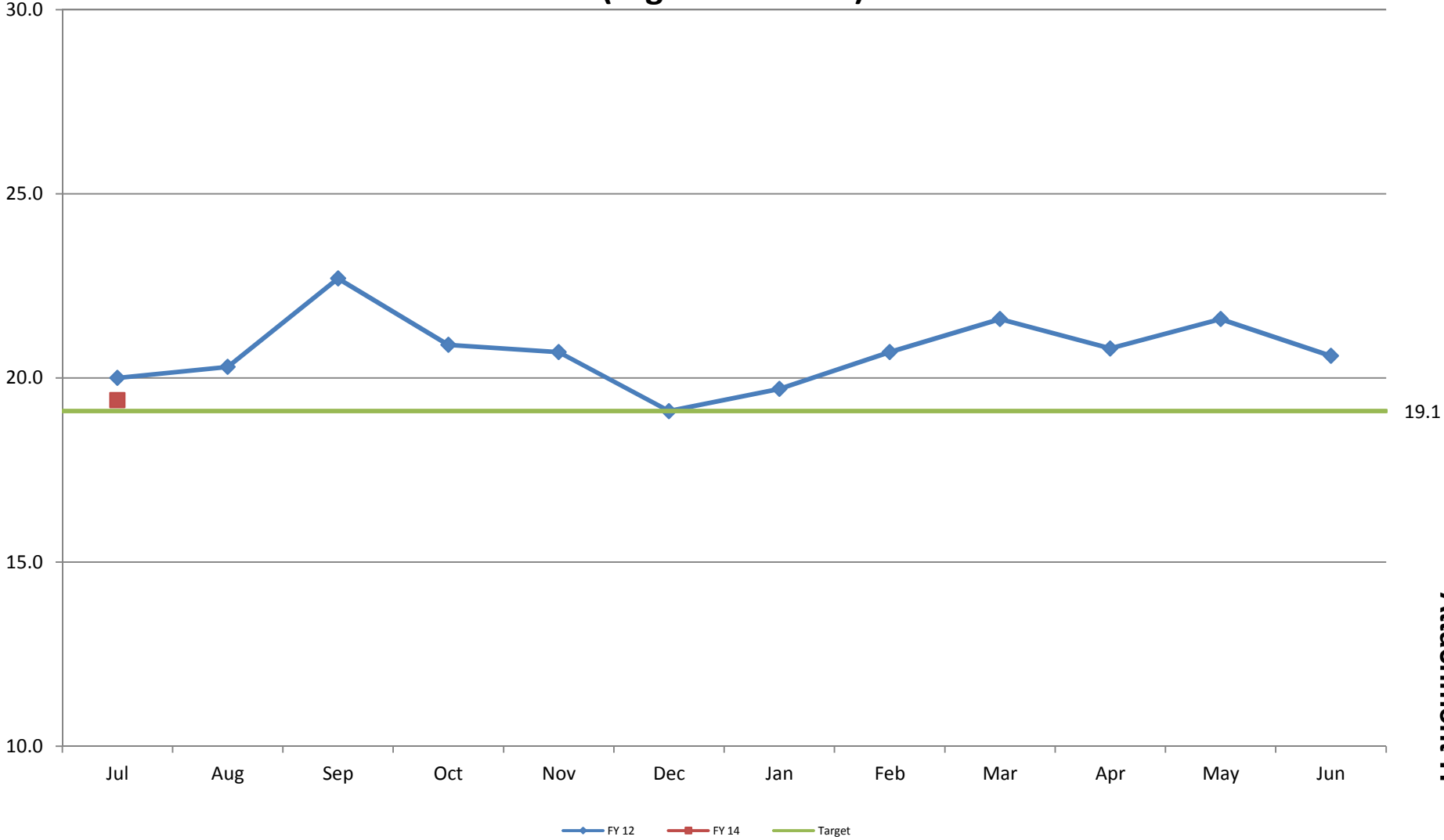


## Attachment G: Average Miles Between Service Interruptions (Higher is Better)

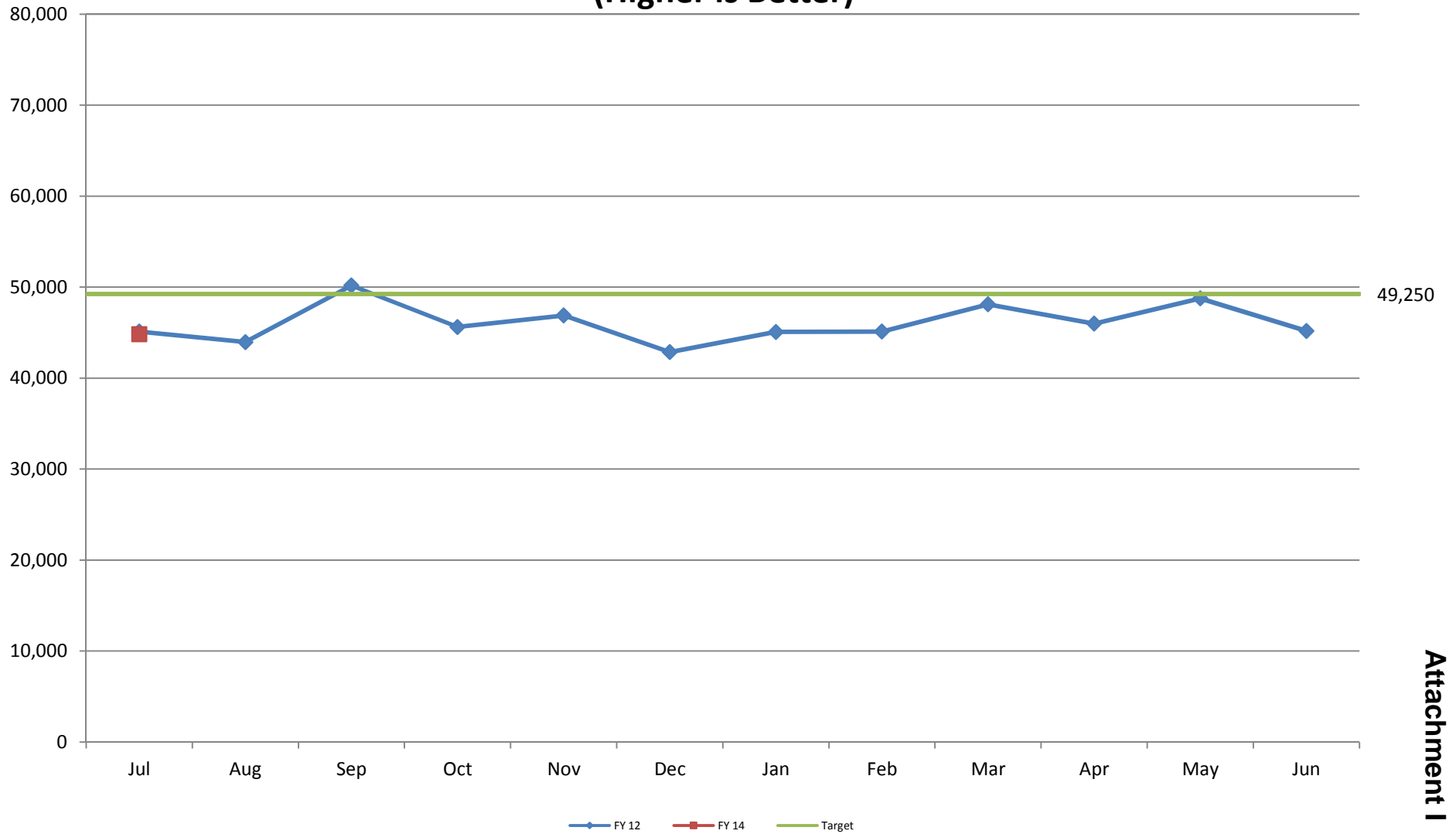


Attachment G

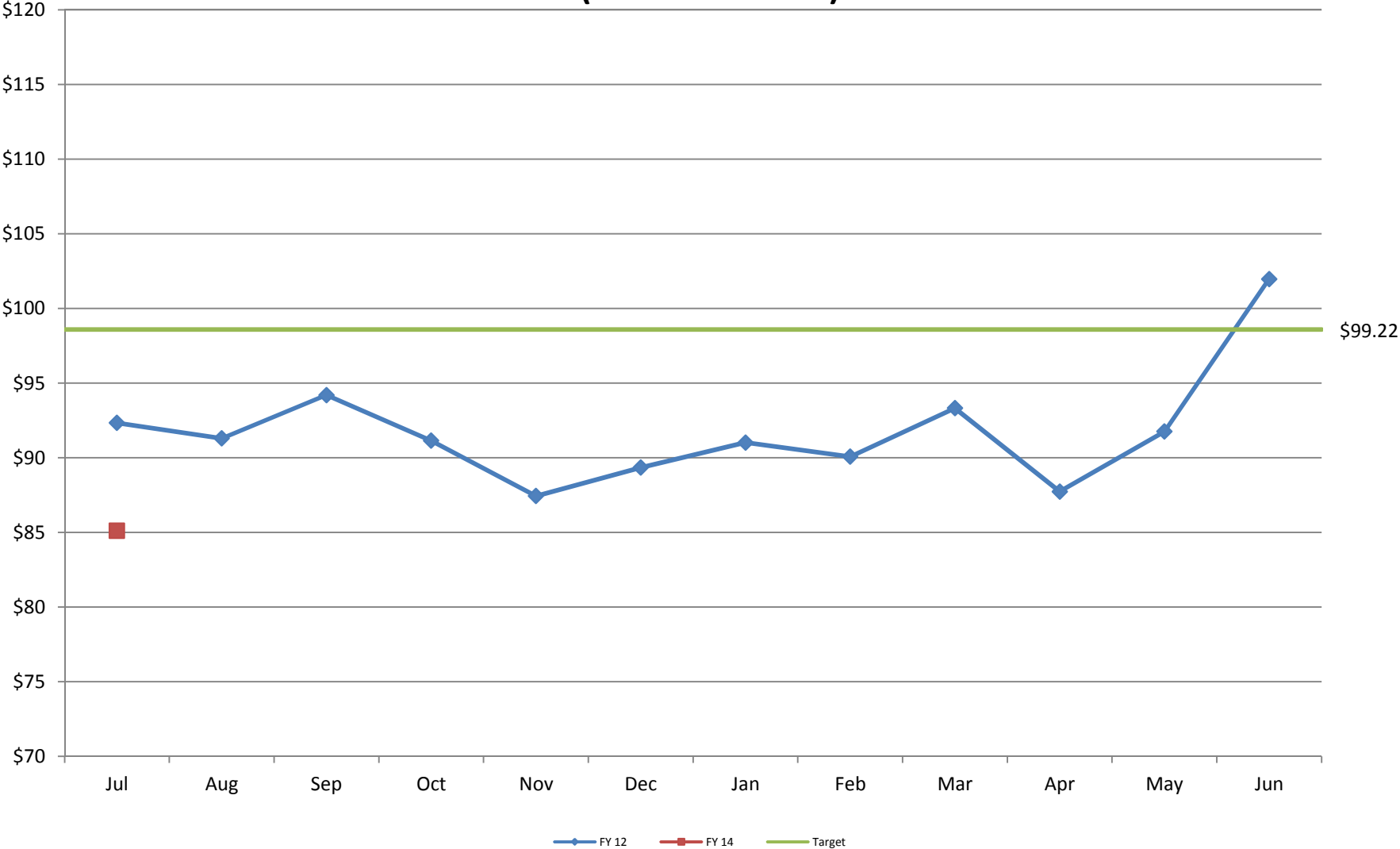
**Attachment H: Boardings per Vehicle Service Hour  
(Higher is Better)**



## Attachment I: Average Weekday Boardings (Higher is Better)

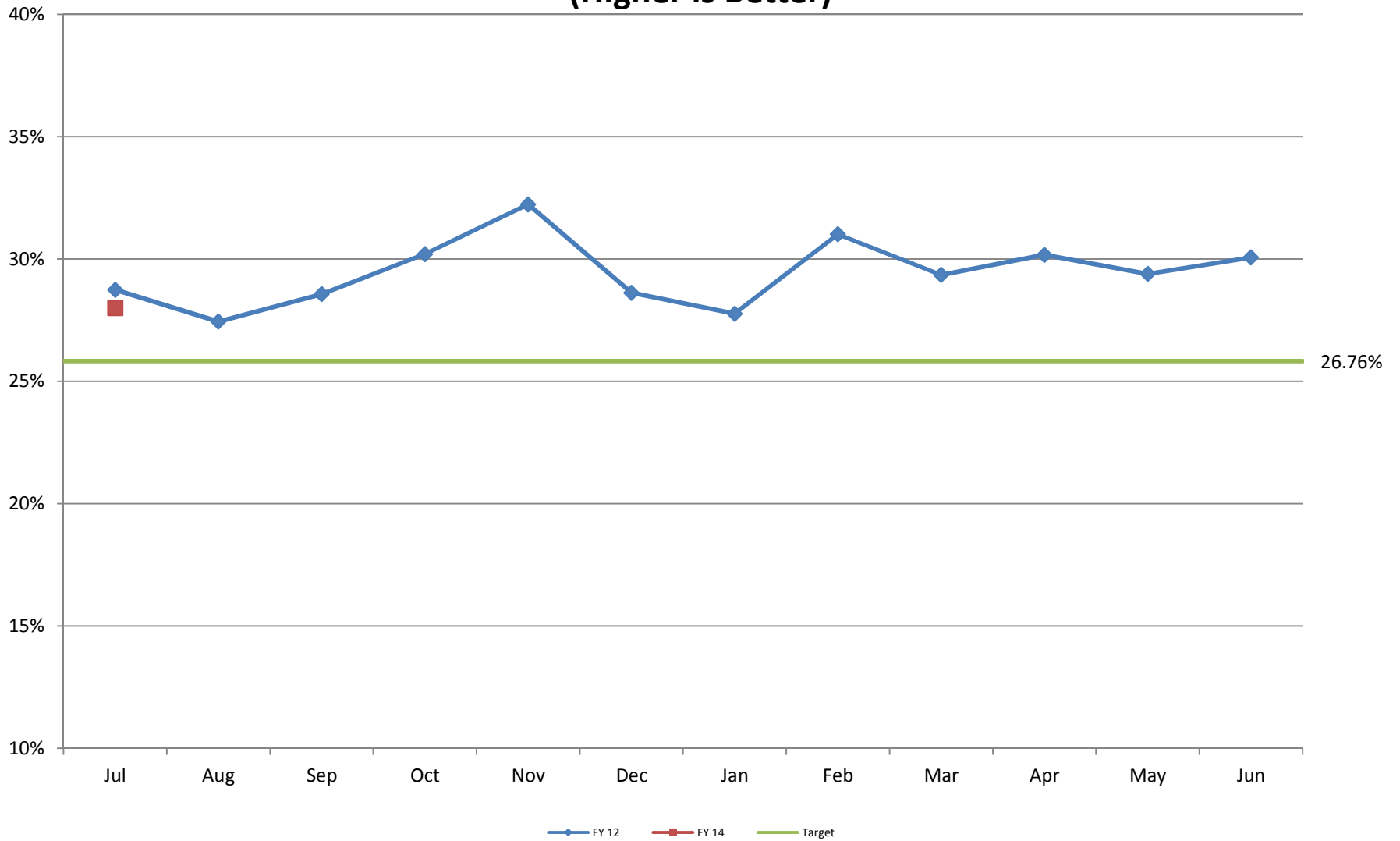


**Attachment J: Average Cost per Vehicle Service Hour  
(Lower is Better)**





## Attachment K: Farebox Recovery Ratio (Higher is Better)



Attachment L: Operations Report - Total System  
July-13

| Goal                               | Current Month | Same Month Prior Year | % Improvement | Performance Target | FY 14 Year to Date | YTD Meets/Exceeds | FY 13 Year to Date | % Improvement |
|------------------------------------|---------------|-----------------------|---------------|--------------------|--------------------|-------------------|--------------------|---------------|
| Average Fare per Boarding          | \$1.23        | \$1.27                | -3.76%        | \$1.32             | \$1.23             |                   | \$1.27             | -3.76%        |
| Average Cost per Boarding          | \$4.38        | \$4.94                | 11.37%        | \$4.93             | \$4.38             | X                 | \$4.94             | 11.37%        |
| Average Subsidy per Boarding       | \$3.15        | \$3.67                | 14.02%        | \$3.61             | \$3.15             | X                 | \$3.67             | 14.02%        |
| Total Vehicle Miles                | 1,179,606     | 1,072,273             | 10.01%        | N/A                | 1,179,606          | N/A               | 1,072,273          | 10.01%        |
| Vehicle Service Miles              | 892,179       | 833,460               | 7.05%         | N/A                | 892,179            | N/A               | 833,460            | 7.05%         |
| Total Vehicle Hours                | 78,126        | 70,177                | 11.33%        | N/A                | 78,126             | N/A               | 70,177             | 11.33%        |
| In-Service Speed                   | 15.1          | 14.1                  | 6.61%         | N/A                | 15.1               | N/A               | 14.1               | 6.61%         |
| Boardings per Vehicle Service Mile | 1.29          | 1.33                  | -3.11%        | N/A                | 1.29               | N/A               | 1.33               | -3.11%        |